

## ELIXIR RX SOLUTIONS, LLC MEMBER RIGHTS & RESPONSIBILITIES

### MEMBER'S RIGHTS

- You have the right to know the terms of your prescription drug benefit and preferred drug listing for your plan.
- You have the right to receive information about Elixir, its services, and your rights and responsibilities.
- You have the right to be treated with respect, dignity, and the right to privacy.
- You have the right to contact Elixir or your health plan sponsor with a grievance or complaint.
- You have the right to access Customer Service Representatives who can help resolve problems.
- You have the right to confidentiality of information about your personal drug use and to understand how your information is used and disclosed. This right does not prevent the use of your information for healthcare purposes. Healthcare purposes include quality improvement, peer review, disease management, reporting, claims processing & payment, and compliance programs.
- You have the right to make recommendations about the Member Rights and Responsibilities, as these are used to inform program policies, processes, and procedures for service design and operations.
- You have the right to make recommendations for consideration about your preferences as a consumer.
- You have the right to access prescription services, regardless of sex, age, sexual orientation, ethnicity, national origin, religion, genetic information, disability, or source of payment.
- You have the right to an appeal process for adverse decisions, including appeals to Elixir and to an external Independent Review Organization (IRO), when Elixir is delegated that authority by your Plan.

### MEMBER'S RESPONSIBILITIES

- It is your responsibility to read all material received from your health plan and Elixir in order to become familiar with your benefits and available services.
- It is your responsibility to review and understand your preferred drug list and who are the participating network pharmacies.
- It is your responsibility to know how to access services from a participating pharmacy.
- It is your responsibility to present your member identification card when accessing services.
- It is your responsibility to treat Elixir staff with the respect and courtesy that you would expect for yourself.
- It is your responsibility to tell your retail or mail order pharmacist of your health problems.
- It is your responsibility to learn about your drug therapy, including the limitations and risks.
- It is your responsibility to tell Elixir and the pharmacist if you have additional insurance coverage.
- It is your responsibility to comply with financial obligations, administrative and operational procedures of your pharmacy benefit.
- It is your responsibility to know the limits and rules of your benefit plan.
- Compliance with your formulary and plan benefits is important for improving quality of care and restraining health care costs.

## **Additional Rights and Responsibilities for members who qualify for our Drug Therapy Management program:**

### **DRUG THERAPY MANAGEMENT MEMBER'S RIGHTS**

- You have the right to know about philosophy and characteristics of the drug therapy management program.
- You have the right to have personal health information shared with the drug therapy management program only in accordance with state and federal law.
- You have the right to know the identity of the staff member of the program and their job title, and to speak with their supervisor if requested.
- You have the right to receive current information from the drug therapy management program.
- You have the right to receive administrative information regarding changes in or termination of the drug therapy management program.
- You have the right to decline participation, revoke consent or disenroll at any point in time.

### **DRUG THERAPY MANAGEMENT MEMBER'S RESPONSIBILITIES**

- It is your responsibility to submit any forms that are necessary to participate in the program, to the extent required by law.
- It is your responsibility to give accurate clinical and contact information and to notify the drug therapy management program of changes in this information.
- It is your responsibility to notify their treating provider(s) of their participation in the drug therapy management program, if applicable.

Member agrees: (i) to use the content, services and the Elixir Benefit Cost Sharing Program (hereinafter the "Program") solely for lawful purposes; (ii) to be solely responsible for the use of Member's password and/or login ID; (iii) not to sell, lease or sublicense the Program or any part thereof; (iv) not to modify, change, alter, translate or create derivative works from, reverse engineer, disassemble or decompile the Program in any way for any reasons; (v) not to provide, disclose, divulge or make available to, or permit use of the Program by, any third party other than your immediate family members and for the same purposes provided in the Agreement; (vi) not to copy or reproduce all or any part of the Program; (vii) not to interfere with the Program in any way; (viii) not to engage in spamming, mail bombing; spoofing or any other fraudulent, illegal, unauthorized or improper use of the Program; (ix) not to introduce into or transmit through the Program, or use of the Program, any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design; (x) not to remove, obscure or alter any copyright notices, trademarks or other proprietary notices axed to or contained within the Program; or licensors and service providers, as well as hold Elixir and our third party licensors and server providers harmless against any misuse, breach of this Agreement and/or breach of the intellectual property rights of a third party by Member.